



HAVERSTOCK & OWENS LLP  
162 North Wolfe Road  
Sunnyvale, California 94086  
(408) 530-9700  
Customer No.: 28960

In re Application of:  
Serial No.:  
Filed:  
Entitled:

Klaus Hofrichter et al.  
09/705,478  
November 2, 2000

**REMOTE MANUAL, MAINTENANCE, AND DIAGNOSTIC SERVICES FOR  
NETWORKED ELECTRONIC DEVICES**

Group Art Unit:  
Examiner Name:

2143  
Mauro, Jr., Thomas J

**MAIL STOP RCE**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR CONTINUED EXAMINATION (RCE)  
TRANSMITTAL**

Sir:

This is a Request for a Continued Examination (RCE) under 37 CFR § 1.114 of the above-identified application.

**CERTIFICATION UNDER 37 CFR § 1.08**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to : Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, Mail Stop RCE, November 19, 2004.

Francis Guerra  
(Name of Person Mailing Paper)

[Signature]  
Signature

**1. Submission required under C.F.R. § 1.114**

a.        Previously submitted

i.        Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously filed on       .  
(Any unentered amendment(s) referred to above will be entered)

ii.        Consider the arguments in the Appeal Brief or Reply Brief previously filed on       .

iii.        Other       .

b. X Enclosed

i. X Amendment/Reply

ii.        Affidavit(s)/Declaration(s)

iii.        Information Disclosure Statement (IDS)

iv. X Other Copy of final office action from U.S. Patent Application No. 09/702,472

**2. Miscellaneous**

a.        Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of        months.  
(Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. § 1.17(i) required)

b.        Other       .

3. c.        Applicant is entitled to small entity status

4. **Fees** The RCE fee under 37 C.F.R. § 1.17(e) is required by 37C.F.R. § 1.114 when the RCE is filed.

a. X The Director is hereby authorized to charge the following fees, or credit any overpayments to Deposit Account No.: 08-1275

i. X RCE fee required under 37 C.F.R. § 1.17(e)

ii.        Extension of time fee (37 C.F. R. § 1.136 and 1.17)

iii.        Other       

b. X Check in the amount of \$790.00 enclosed

c.        Payment by credit card (form PTO-2038 enclosed)

5. X Return Receipt Postcard

Dated: November 19, 2004

By: [Signature]  
Name: Jonathan O. Owens  
Registration No.: 37,902